



TERMS & CONDITIONS

These are the terms and conditions of Fish Whisperer Ltd. Please read them and if you have any queries do not hesitate to contact us. These terms and conditions are valid once we have accepted your booking either via phone, email or in person.

GENERAL RULES:

Please arrive 5 to 10 minutes prior to the departure time of your excursion (at the L.M.A.C). We require the client to call us between 18h and 19h the night before the excursion in order to confirm that the excursion is going ahead and to confirm departure times.

BOOKINGS AND PAYMENTS:

All excursions are refundable if Fish Whisperer Ltd cancels or reschedules the excursion. If the client reserves one of the excursions offered by Fish Whisperer Ltd one month or more before the excursion date, the client will have to pay a deposit amount representing 40% of the total excursion cost. The balance of the total payment will be made on the day in CASH (Mauritian Rupees, MUR).

OUR BANKING DETAILS:

Fish Whisperer Ltd,
Complex London Way,
Black River,
Mauritius.
Brn: C14120850
Bank account number: 000442658157

BANK DETAILS:

Iban Number: MU73MCBL0944000442658157000MUR
The Mauritius Commercial Bank Ltd,
Sir Williams Newton Street,
Port-Louis,
Republic of Mauritius.
Swift Code: MCBLMUMU

CANCELLATIONS AND REFUNDS:

Fish Whisperer Ltd will not be held liable for any indirect costs incurred by booking any excursion with us.

If Fish Whisperer Ltd has cancelled your excursion, you will be fully reimbursed for your deposit or you may transfer your deposit to an alternative date.

In the event of the excursion being cancelled at any time by Fish Whisperer Ltd, Fish Whisperer Ltd will not be held liable for any travel costs, meals, accommodation or any other costs the client may have incurred.

If the client cancels the excursion 7 days before excursion date, 100% of deposit amount will be refunded.

If the client cancels the excursion 4 days before excursion date, 50% of deposit amount will be refunded.



If the client cancels the excursion less than 4 days before excursion date, the client will not be refunded his 40% deposit.

If a client becomes unwell and requests to be returned to shore, the excursion will be considered as completed (There is NO possibility of dropping the "unwell" client on shore and going back out to sea) and the client MUST pay the total excursion amount. In this case it is up to the client to decide whether or not to return to shore. Fish Whisperer Ltd may decide that in the best interest of its clients and for security reasons, decide to cancel an excursion even if client does not want. In this case as well the excursion will be considered as completed and no refund will be given

WEATHER:

All charters are subject to suitable weather conditions (the decision is made at the discretion of the skipper) and Fish Whisperer Ltd reserves the right to cancel any excursion due to bad weather (even at short notice). We require the client to call us between 18h and 19h pm the night before the excursion, in order to confirm the weather conditions. The client will be fully reimbursed for his deposit or he can transfer his deposit to an alternative date if his excursion has been cancelled due to weather (until 21h30 pm the date before a booking). However, in the case where the weather may change unexpectedly on the excursion date and/or in the middle of the excursion (the excursion need to be shortened), it is at the discretion of Fish Whisperer Ltd to decide whether a part or a full refund of deposit will be given.

CUSTOMER BEHAVIOUR:

It is expected that all clients behave in a safe and respectful manner towards all members of the staff, other clients and Fish Whisperer's property. The Skipper reserves the right to cancel a trip if unruly or unsafe behavior is displayed. In this case, the excursion will be considered as completed and the client MUST pay the total excursion amount.

ALCOHOL:

Alcohol is not provided for our fishing excursions but it is allowed onboard the vessel. However responsible consumption of alcohol is to be adhered to. The Skipper reserves the right to:

- refuse alcohol onboard if he deems it to be unsafe,
- refuse a client onboard the vessel if he has all reasonable grounds to believe this client is under the influence of alcohol and he can cancel the excursion without a refund.

PHOTOS AND VIDEOS:

Photos and videos taken from Fish Whisperer Ltd skipper during the excursion will be used for marketing purposes (posts on social networks such as Facebook, Instagram, Twitter, Website...). By accepting the terms and conditions of Fish Whisperer Ltd, the client accepts that condition/term as well.

DANGERS AND RISKS:

Here at Fish Whisperer Ltd charter, we want to provide a safe and happy Boat excursion for our clients. However due to the nature of a Fishing/Boat charter, please be mindful that there is a remote risk of injury or even the more extreme. Please understand and appreciate the dangers involved and once aboard the vessel the client must assume and accept all these risks. The client must also accept and follow the instructions of the skipper, to ensure his safety and the safety of all.